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call data means for receiving signal-represented call data [from] signals relating to said terminals;

selection means for selecting one of said formats under control of said call data means to thereby further specify any defined conditions for a connection of a call either to said multiple port, multiple format processor or one of said live operator stations, at least one of said formats having at least one specified condition; and

interconnect switch means for providing format data and controlling connections from a calling remote terminal to a port of said multiple port, multiple format processor or one of said live operator stations under control of said selection means.

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~~--18. A system according to claim 1 further comprising:
test capability to specify test conditions for certain of said formats and test compliance with the conditions to further control the interconnect switch means.~~

19. A system according to claim 18, wherein the test capability comprises a capability for executing a test based on the time of a call.

20. A system according to claim 18, wherein the test capability comprises a capability for executing a test based on the history of the calling remote terminal.

21. A system according to claim 18, wherein the test capability comprises a capability for executing a test based on the demographics of the calling remote terminal.

22. A system according to claim 1, wherein the selection means comprises a look-up table for specifying the formats addressed by call data.

23. A system according to claim 1, further comprising a voice generator through which voice prompts are provided to callers under control of either the multiple port, multiple format processor or the live operator stations.